



Medical Center



Department of
Veterans Affairs

Annual Report 2009

MINNEAPOLIS VA MEDICAL CENTER



Minneapolis VA Medical Center

Mission

Honor America's veterans by providing exceptional health care that improves their health and well-being

Vision

To be a patient-centered, integrated health care organization for veterans providing excellent health care, research and education; an organization where people choose to work; an active community partner and back up for national emergencies

Values

Trust, Respect, Excellence, Commitment, Compassion, Empowerment, Continuous Improvement, Collaboration

Domains of Value

Quality, Access, Function, Satisfaction, Cost Effectiveness, Healthy Communities

MVAMC ORGANIZATIONAL PILLARS



Chief of Staff



Nurse Executive



Associate Director



Director

Excellence in
Clinical Care
& Scholarship

Outstanding
Employer

Financial
Stewardship

Community
Partnership

Reflection on Fiscal Year 2009

Director's Message

Greetings Veterans, Visitors, Colleagues and Partners:

I am pleased to share with you the Minneapolis Department of Veterans' Affairs Medical Center's Fiscal Year 2009 Annual Report. This report is designed to provide a snapshot of Minneapolis VA's accomplishments, progress and successes.

This year reflects Minneapolis VA Medical Center's commitment to continuously deliver high quality health care to America's veterans. From advancements in technology to aligning strategic goals with sound business practice and evidence based information, we have enhanced our ability to become a patient-centered, integrated health care organization. You will learn the significant resources we align with our highly valued patient care, research and education missions, strategic improvement initiatives, community partnerships, state-of-the-art technology and modernizing existing infrastructure to surpass performance goals identified by the Veterans Health Administration.

On behalf of the Executive Team, I want to thank staff for delivering another exceptional year. Amid daily demands, steadfast staff maintained a commitment of providing the highest quality care to our veterans. Your courage to face everyday challenges, and to meet and exceed expectations regardless of those challenges, is commendable. Thank you for all that you do.



Steven P. Kleinglass
Medical Center Director



Medical Center Director
Steven Kleinglass, FACHE



Chief of Staff
Jack Drucker, MD



Associate Director
Marci Mylan, PhD



Acting Nurse Executive
Teresa Tungseth, MA, RN

Medical Center Highlights



The Minneapolis VA Medical Center was awarded the 2009 Robert W. Carey "Circle of Excellence" for achievements in sustaining high levels of excellence in performance. This award recognizes various VA organizations that have implemented management approaches and have sustained high levels of performance and service. Only organizations that have won the Secretary's Performance Excellence Trophy within the previous five years are eligible to compete for the "Circle of Excellence" category of recognition. Minneapolis VA Medical Center was the 2008 Robert W. Carey Trophy winner.



Secretary Robert W. Carey
Performance Excellence Trophy

General Information

The Minneapolis Veterans Affairs (VA) Medical Center is part of Veterans Health Administration (VHA), serving as a Clinical Referral Level I, University-affiliated Medical Center, with 199 acute care diagnostic and treatment beds, as well as 88 extended care beds. Minneapolis VA provides a comprehensive range of inpatient and outpatient services in all specialty fields of medicine, surgery, rehabilitation medicine and mental health. The medical center integrates patient care, education and research with state of the art technology. Minneapolis VA's market share includes most of Minnesota and Western Wisconsin, with a large number of rural counties in Northern and Southern Minnesota and a major seven-county metropolitan area.

Network

The Minneapolis VA Medical Center is part of the VA Midwest Health Care Network, VISN 23. Within VISN 23, Minneapolis VA is the largest facility and the only major tertiary referral center. Other facilities located within the Network include:

- Iowa City VA Medical Center
- VA Central Iowa Health Care System, with divisions in Knoxville and Des Moines
- St. Cloud VA Medical Center
- VA Nebraska-Western Iowa Health Care System; with divisions in Grand Island, Lincoln, and Omaha
- Fargo VA Medical Center
- VA Black Hills Health Care System, with campuses in Fort Meade and Hot Springs
- Sioux Falls VA Medical Center

Accreditations

The Minneapolis VA Medical Center is accredited by the Joint Commission, the Commission for the Accreditation of Rehabilitation Facilities, the American College of Surgeons Commission on Cancer, the College of American Pathologists Laboratory Accreditation, the Association for the Accreditation of Human Research Protection Programs, and the Association for Assessment and Accreditation of Laboratory Animal Care International

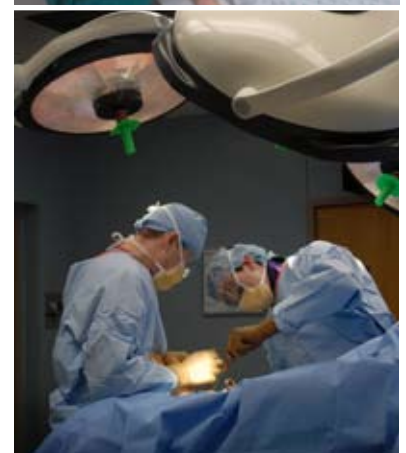
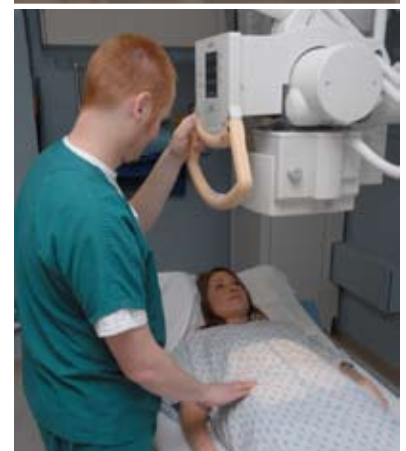
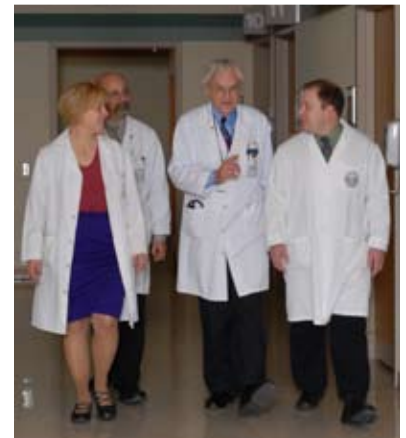
Education Affiliations

The Minneapolis VA Medical Center promotes an environment of learning and teaching, aligning significant resources to fulfill its education mission. The Minneapolis VA Medical Center offers one of the largest education and training programs in the VA system to ensure veterans have access to state of the art services. Minneapolis VA has active affiliations with the University of Minnesota (U of M) School of Medicine, Dental, Nursing, Surgery and Mental Health disciplines to provide residency training programs in all medical, surgical, psychiatric, oral surgery diagnostic specialties and subspecialties, with the exception of Pediatrics and Obstetrics Gynecology. The General Practice Dental and the Oral Maxillofacial Residency are independent programs that draw on the expertise of the consulting staff of the U of M Dental School.

In addition, Minneapolis VA has developed an accredited hospital-based training program for Radiology Technicians, Nurse Anesthetists, Podiatrists, and Dental residents as well as a specialized program in Clinical Pastoral Education and Laboratory/ Pathology services. A new rural health initiative supports a nurse practitioner student, a family practice resident and a pharmacy resident to complete their training at the Hayward and Rice Lake Community Based Outpatient Clinics, in Western Wisconsin, starting in July 2010.

For nearly five decades, the Minneapolis VA Medical Center School of Radiologic Technology trains radiology students who provide care for veterans throughout the Network. Students train at Hennepin County Medical Center for one month and spend a second rotation at Minneapolis Children's Hospital. Currently, the Minneapolis VA Medical Center has the only VA radiologic technology training program in the Nation.

Last year, 1,455 residents, students and trainees were involved in educational programs at our facility. We have formal affiliations with 171 universities, colleges and vocational schools from across the United States to provide 36 undergraduate, graduate and postgraduate professional allied health training programs.



Patient Service Lines

The **Specialty Care Service Line** includes the surgical specialties: Cardiothoracic, Orthopedic, Urologic, Vascular, Neurosurgery, Plastic, General, Ophthalmology, Otolaryngology, Colorectal, Gynecology, Surgical Oncology and Surgical Critical Care. This service line also provides Neurology, Radiation Oncology, Audiology, Podiatry and Dental services including Oral Surgery. Across VISN 23, the Specialty Care Patient Service Line serves as a major referral center for complex surgical patient care. Across the nation, Minneapolis VA Medical Center has some of the best mortality results in Cardiovascular Surgery. Initiation of an aggressive Lean Six Sigma program studying operating room efficiency has been implemented to eliminate waste and redesign capacity.



The **Extended Care and Rehabilitation Service Line** is comprised of several disciplines: Physical Medicine & Rehabilitation, OEF/OIF Program, Visual Rehab, Community Living Center, Geriatric Research Education & Clinic Center, Home and Community Care, Hospice and Palliative Care, Adult Day Health Care and Spinal Cord Injury. Of these disciplines, the newest additions are Visual Rehab, a program specially funded by Veterans Health Administration to provide services to veterans without sight or lost vision; and the OEF/OIF program was established to offer care coordination and advocacy services to all veterans who have served in combat since November 11, 1998 and are transitioning to civilian life. Currently, Hospice and Palliative Care is undergoing a project to expand its service and improve the environment patients receive care in during their last days.



The **Mental Health Service Line** offers a full range of inpatient and outpatient mental health services based upon best practices and evidence-based interventions. These services include a Locked Psychiatric Unit, Partial Psychiatric Hospital Program, Intensive Outpatient Program (IOP) for Substance Abuse Disorders, Intensive Case Management Program, Health Care for Homeless Veterans Programs, a Psychosocial Rehabilitation and Recovery Center, and general Mental Health Outpatient Services. The Outpatient Mental Health Services are organized into interdisciplinary treatment teams that specialize in different mental health diagnostic groups, such as addictions and dual diagnoses, geropsychiatry, serious and persistent mental illnesses, PTSD, and mood and anxiety disorders. A Suicide Prevention Program offers case management, education, and suicide prevention for veterans identified at high risk. Other specialized programs include Mental Health Intensive Case Management (MHICM), Health Care for Homeless Veterans (HVHC), Suicide Prevention, and Recovery Programming.



The **Primary and Specialty Medicine Service Line** oversees a wide range of inpatient and outpatient services. These services range from general internal medicine clinics (including a women's health clinic and a clinic for recently returned veterans) to sub-specialty medicine clinics (including gastroenterology, nephrology, hematology and oncology, cardiology, rheumatology, allergy and pulmonary), along with four inpatient wards (including the medical intensive care, the medical step-down, and ambulatory evaluation units), the emergency department, a compensation and pension clinic, the dialysis unit, an occupational health department (including employee wellness), and the cath labs. In addition to services in Minneapolis, there are eight community based outpatient clinics, including Twin Ports, providing face-to-face care and expanding tele-health care. Numerous renowned researcher/clinicians are based in the service line and hundreds of students, residents, interns and fellows are educated through a strong partnership with the University of Minnesota.



The **Spinal Cord Injury and Disorder Center Service Line** is a newly constructed 68,000 square-foot center that opened for veteran care in January of 2008. The Spinal Cord Injury and Disorder Center contains a full array of resources including: 30 bed inpatient unit, outpatient clinic with 7 exam rooms, inpatient bedside internet and television access, Urodynamics/Special Procedure suite, large therapy gym with variety of high tech rehabilitation equipment, therapy pool, outdoor surface training courtyard, assistive technology training lab, and a dining area with 6 retractable tables.



Community Based Outpatient Clinics

The Community Based Outpatient Clinics (CBOC) are dedicated to honoring veterans for their service to our nation by providing high quality primary, preventive and mental health care services in clinics located throughout Minnesota and Western Wisconsin. The CBOCs continuously strive to provide outstanding patient access and high quality patient care. The ideology behind the construction of the CBOCs is to provide health maintenance and preventive health care within 30 miles or 30 minutes of a veteran's home. The CBOCs reduce travel time and shorten wait times for veterans needing outpatient primary or mental health services including:

- routine physical examinations
- laboratory testing
- prescriptions
- immunizations
- psychiatric assessments
- tele-health care

Currently, Minneapolis VA has eight CBOCs, six are managed by VA staff and two are contracted.

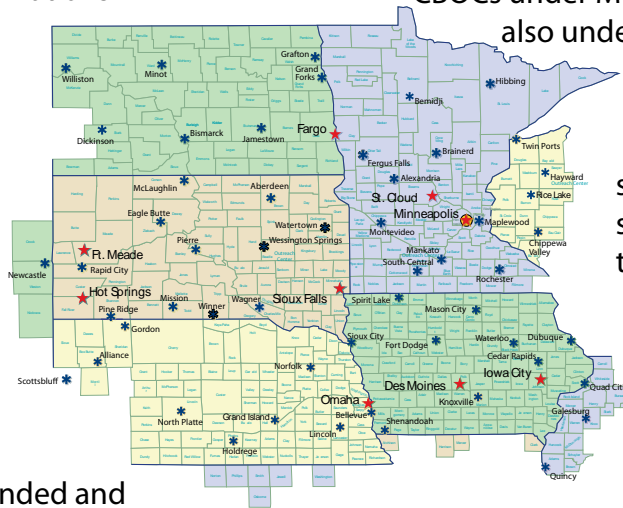
In 2009 Minneapolis expanded and remodeled five CBOCs: **Hayward, WI**; **Rochester, MN**; **Mankato, MN**; **Hibbing, MN**; **Rice Lake, WI** and **Twin Ports** (Superior, WI). Specifically, in January 2009, **Hayward** CBOC moved into new space, expanding to 3,500 square feet. In July 2009, **Rochester** moved into new space, expanding to 7,400 square feet or three times the amount of space. The clinic now offers two tele-health rooms, eight exam rooms, behavioral health, a robust laboratory and a large conference room for education and group sessions. **Mankato Behavior Health Clinic** relocated in August to include three mental health offices and an area for group meetings. **Hibbing**, a contracted CBOC managed by Health Net, relocated into new space in October 2009, when the facility expanded from 3,600 to 7,600

square feet. The new space has three tele-health rooms, nine exam rooms, a laboratory and conference room for education and group sessions. This CBOC also offers a satellite clinic in **Cook**. Minneapolis finished the year with a 9,500 square foot renovation at the **Rice Lake** clinic, a 5,000 square foot addition. The new space includes eight exam rooms, three tele-health rooms, a large laboratory and an expansive conference room for group sessions.

Twin Ports has a unique structure from the other clinics in the community. This clinic has its own medical director and nurse manager which operates independently from the other CBOCs under Minneapolis VA. Twin Ports is also undergoing a major expansion to serve its increasing veteran population. The number of exam rooms will double and space will now accommodate sub-specialty care, expanded tele-health services, group therapy and group education along with an office for OEF/OIF outreach staff.

Additionally, Minneapolis oversees clinics in **Maplewood, MN**; **Chippewa Falls, WI**; and **St. James, MN**, a primary care contracted clinic.

In the future, three new clinics are expected to open. A CBOC in the **North West Metro** of the Twin Cities area will be larger than the other CBOCs. In addition to primary care and mental health it will offer specialty and sub-specialty care including dental, ophthalmology, audiology, as well as specialty medicine services. Two additional clinics have been approved to open in 2011, one in the **Southwest Metro** of the Twin Cities area and the other near the **South Central** border.



Research

The Minneapolis VA Medical Center has one of the largest research programs in the VA health care system. There are currently 48 scientists and investigators (VA funded) conducting 550 research projects in areas such as heart disease, hepatitis C, HIV/AIDS, cholesterol, schizophrenia, traumatic brain injury, pneumonia, osteoarthritis, chemical dependency, Alzheimer's disease, nutrition and obesity, prostate cancer, chronic pain, post-traumatic stress disorder, influenza, diabetes, hypertension, brain sciences and more. VA research funding for fiscal year 2009 was \$12,464,447. In 2009, researchers published 416 journal articles. These research efforts include the Brain Science Center for Chronic Disease Outcomes Research, Colorectal Cancer Quality Enhancement Research Initiative, Minneapolis Center for Epidemiologic and Clinical Research, Hepatitis C Center of Excellence, Defense and Veterans Brain Injury Center, and the Polytrauma and Blast-Related Injuries QUERI Center. Several researchers at the Minneapolis VA Medical Center were nationally recognized for their studies that offer insight in treating diseases that affect veterans. Some include:



Brain Sciences Center Researchers Discover PTSD Biomarkers

Researchers in the Brain Sciences Center, led by Apostolos Georgopoulos have identified what they believe is among the first biological markers for post-traumatic stress disorder (PTSD). Using magnetoencephalography (MEG), Synchronous Neural Interactions (SNIs), the functional connections among groups of brain cells were measured among veterans with PTSD to non-veterans without PTSD. Establishing a biomarker for PTSD will help improve veterans' lives and the lives of their families by better understanding diagnosis and treatment options.



In-Person Diagnosis of Lesions Superior to Teledermatology

Erin M. Warshaw, MD and colleagues analyzed data from 728 subjects with non-pigmented skin neoplasms who were seen by a dermatologist and a teledermatologist. In terms of aggregated diagnostic accuracy, teledermatology was inferior to in-person assessments. This is an astounding finding since the Journal of the American Academy of Dermatology published, "the use of teledermatology results in poorer diagnostic accuracy" when evaluating non-pigmented lesions than clinic-based dermatology.



VA Researcher: Smoking Heightens Aortic Rupture Risk for Women

This study by lead author Frank Lederle was posted in the British Medical Journal in 2008 and found that woman who smoke were four times more likely to have an abdominal aortic aneurysm repair or rupture than women who had stopped smoking. Women smokers were also eight times more likely to have a serious medical emergency occur than were women who had never smoked. In addition, this study suggests that there is a role for female hormones in providing protection from abdominal aortic aneurysm.



Influenza Vaccination among College Students

Kristen L. Nichol, MD, MPH, MBA, and colleagues at the University of Minnesota, studied 12,975 students on two campuses during four separate flu seasons between 2002 and 2006. Those who were vaccinated (30.2 percent of the students) were significantly less likely to develop such an illness than those who were not vaccinated. Vaccination was also associated with significant reductions in influenza-like illness-associated provider visits, antibiotic use, impaired school performance and numbers of days of missed class, missed work and illness during the influenza seasons.

Awards



Apostolos P. Georgopoulos

Apostolos P. Georgopoulos, M.D., PhD, Director of the Brain Sciences Center at the Minneapolis VA and Professor at the University of Minnesota, is one of three winners of the 2009 Neuronal Plasticity Prize from La Fondation Ipsen, a French organization dedicated to furthering scientific advancement. He has pioneered using magnetoencephalography (MEG), an imaging technique to measure electrical activity in the brain.



Bruce Templeton

Bruce Templeton, D.M.D., Dental, Specialty Care Patient Service Line, was the 2009 recipient of the Medical Staff Award for Clinical Excellence selected by the American Academy of Dental Sleep Medicine. The Distinguished Award recognizes individuals who have exhibited exceptional initiative, leadership and service in the field of dental sleep medicine. In addition, Dr. Templeton is also named the VA Medical Center Clinician of the Year.



Barbara Sigford

Barbara Sigford, M.D., former Director of the Physical Medicine and Rehabilitation Service Line was the winner of the VHA Mark Wolcott Award for Excellence in Clinical Care Leadership. The award recognizes a health care practitioner in a leadership or management position who demonstrates excellence through exceptional support for direct patient care providers.



Dennis Niewoehner

Dennis Niewoehner, M.D. is the recipient of the 2009 Recognition Award for Scientific Achievement from the American Thoracic Society. This award recognizes individuals for their outstanding scientific contributions to understanding, preventing and treating lung disease. Dr. Niewoehner was recognized for his work in the field of pathogenesis of chronic obstructive pulmonary disease (COPD) and clinic trials in COPD.



Karen Hsiao Ashe

The Institute Of Medicine, a prestigious resource in the field of independent medical research, announced Karen Hsiao Ashe, M.D., Ph.D., a professor of neurology at the University of Minnesota and a Minneapolis VA Medical Center researcher in the Geriatric Research Education and Clinical Center, as a new member. Dr. Ashe's research addresses the molecular basis of memory loss and cognitive dysfunction in Alzheimer's disease.



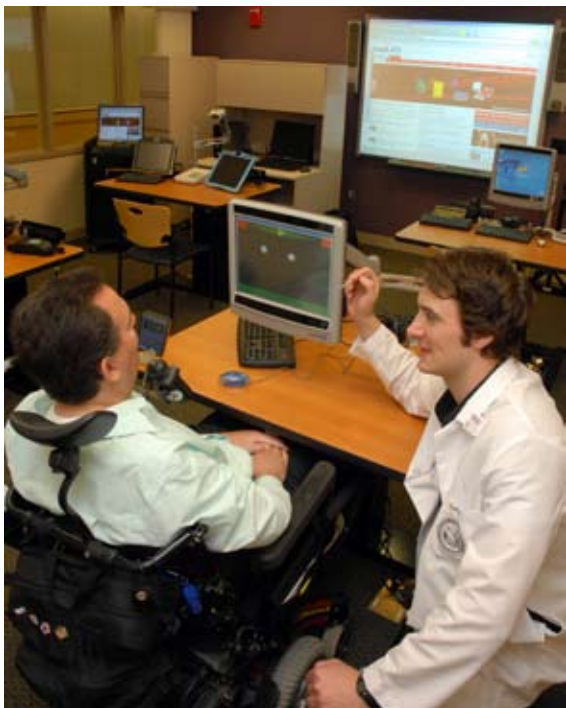
Ken Weir

Ken Weir, M.D., has received the 2008 American Heart Association's (AHA) Distinguished Scientist Award. The AHA recognizes an individual who has made major and independent contributions to cardiovascular and stroke research. His research focuses on mechanisms by which oxygen is sensed in the body, especially in the lung vessels and in the fetal ductus arteriosus.

Spinal Cord Injury and Disorder Center

The Minneapolis VA Spinal Cord Injury and Disorder (SCI/D) Center is a state-of-the-art facility designed to provide life-long rehabilitation and comprehensive care for veterans with spinal cord injuries and disorders. It delivers specialty care with a mission to enhance lives, maximize function, inspire hope, and promote dignity and well-being with expertise and compassion. The Center provides spinal cord injury health care services in a goal-oriented, patient/family centered system that meets the holistic, lifelong health and psycho-social needs of the veteran.

The SCI/D Center is made up of an interdisciplinary team of experts and staff specifically trained in the care of SCI/D veterans. The team includes, but is not limited to, SCI/D and Physical Medicine and Rehabilitation physicians, nurse practitioners, certified rehabilitation nurses, registered nurses, licensed practical nurses, nurse assistants, wound nurses, nurse educators, physical, occupational, speech, and recreational therapists, psychologists, social workers, registered dietitians, and inpatient and outpatient pharmacists.



Assistive Technology Lab



Day Room for Recreation





Multi-Purpose Room



Lokomat



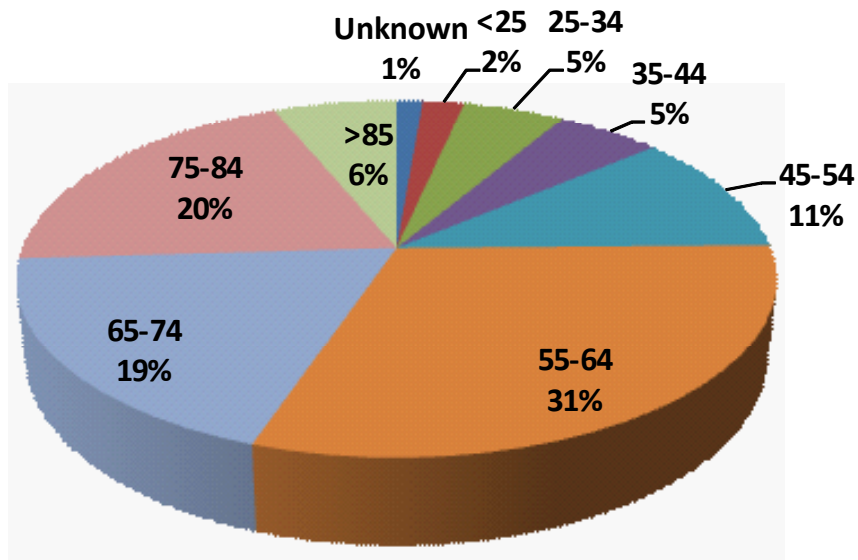
Inpatient Room

Therapy Pool

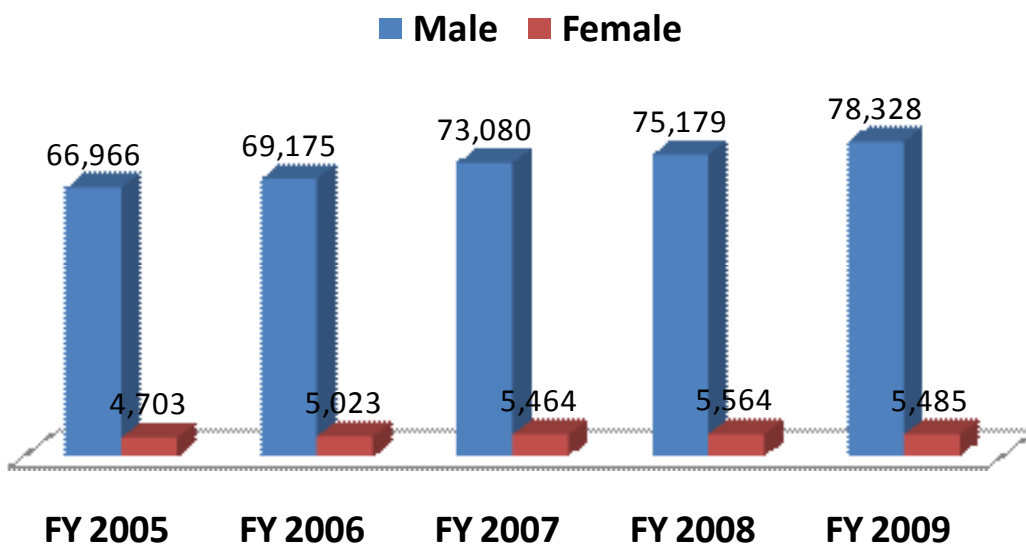


Demographics

Patient Age Statistics, Fiscal Year 2009



Gender Statistics



Financials

FINANCIAL SUMMARY

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009
Appropriated Funds	\$292,107,322	\$307,336,460	\$321,726,860	\$366,620,697	\$426,977,963
Medical Care Collections Fund Goal (MCCF)	\$33,349,141	\$39,560,894	\$45,048,019	\$42,749,000	\$38,272,750
External Revenue Goal	\$2,832,792	\$4,129,070	\$3,645,355	\$3,956,425	\$5,407,590
Total (General Operating Funds)	\$328,199,255	\$351,026,424	\$370,420,234	\$413,326,122	\$470,658,303
FTEE (on-board)	2,519.1	2,611.7	2,663.5	2,489.0	3,046.4
Salaries (VA Staff)	\$211,600,000	\$227,900,000	\$244,100,000	\$275,200,000	\$302,100,000

Capital Fund

\$18,469,212

Construction

Capital Fund

\$3,744,508

Equipment

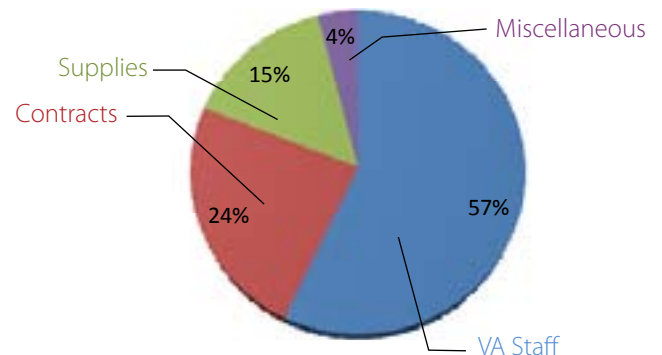
A Special Project Fund

\$24,050,920

Prosthetics

TOTAL \$46,264,640

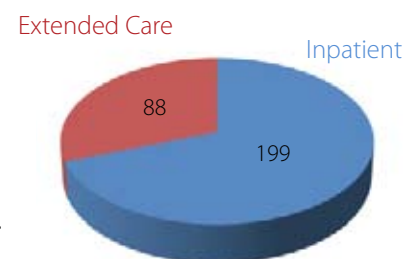
FY 2009 Expenditures (% of totals)



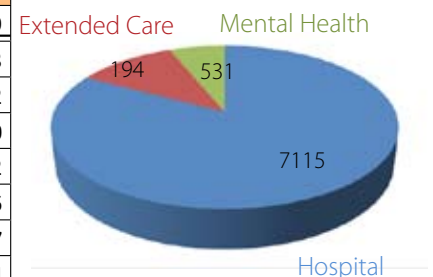
WORKLOAD SUMMARY

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009
Unique Patients	71,835	69,566	72,262	76,934	79,281	82,481
Inpatients						
Average Daily Census	131	134	136	131	126	126
Average Length of Stay (days)	5.8	5.9	6.1	6.1	5.9	5.7
Discharges	8,332	8,289	8,099	7,786	7,859	7,697
Extended Care Center						
Average Daily Census	85.5	81.18	69.6	62.2	58.13	58.24
Average Length of Stay (days)	32.1	31.9	29.7	36.8	33.5	30.8
Discharges	974	962	878	618	635	691
Outpatient Visits/Year						
Minneapolis VA Medical Center	524,085	528,351	512,197	532,575	558,734	603,169
Chippewa Valley (VA Staffed CBOC)	5,801	6,118	7,656	8,202	8,380	9,883
Hibbing (Contracted CBOC)	3,636	5,367	5,309	5,802	5,145	7,182
Mankato (VA Staffed CBOC)	5,092	4,414	4,191	4,820	5,092	5,520
Maplewood (VA Staffed CBOC)	5,559	5,720	5,839	5,985	7,642	9,272
Rochester (VA Staffed CBOC)	4,363	4,533	5,594	5,906	8,159	9,676
Twin Ports (VA Staffed CBOC)	27,665	26,718	29,378	29,378	31,902	32,287
Hayward (VA Staffed CBOC)	0	0	0	726	5,415	8,834
Total	576,201	581,223	569,538	593,394	630,475	685,826

Total Operating Beds



Total Inpatients Treated



2009 annual report

Newest Veterans OEF/OIF



The Operation Enduring Freedom/Operation Iraqi Freedom program offers care coordination and advocacy services to all veterans and active duty service members who have served in combat since November 11, 1998 and are transitioning to civilian life. There are currently 11,359 enrolled OEF/OIF veterans at Minneapolis with 3,323 receiving care coordination services.

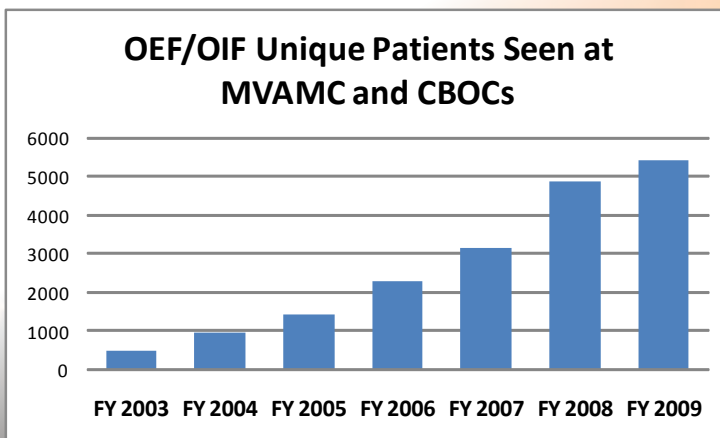
Of those enrolled:

- 88% are male, 12% are female
- 47% are under the age of 30
- 1,726% veterans are seen in the Post Deployment Clinic
- 991 OEF/OIF veterans are 50% or greater service connected
- 33% have experienced multiple deployments

VISION: *To be a combat veteran centered program advocating for and coordinating veteran's care; promoting a healthy reintegration; providing outreach and education for veterans, families and communities*

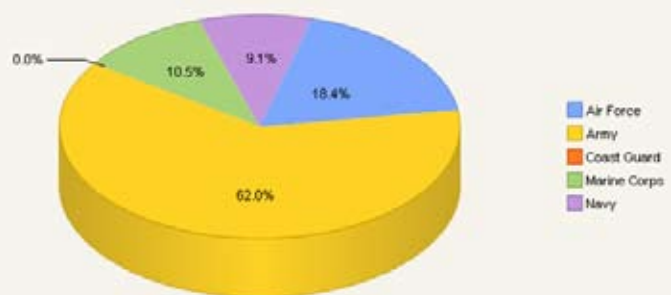
To accomplish this Vision we will:

Assess needs of our newest combat veterans and collaborate with VA and partners to transform programs/processes to make VA their health care of choice



The OEF/OIF Program was developed to offer transition assistance, case management, support services and outreach services to all veterans and their families transitioning back to civilian life.

OEF/OIF Veterans by Military Branch



Community Outreach Programs

The Minneapolis VA Medical Center has formed active partnerships with several federal agencies and community services in projects such as Habitat for Humanity, the Twin Cities Metro Paint-a-Thon, the Combined Federal Campaign, and Community Food Shelves and Clothing Drives. Minneapolis Vocational Rehabilitation Counselors play an active role in providing veterans assistance with employment to ensure they have the tools necessary to obtain and sustain employment in the community.



Medical Foster Home

The Minneapolis VA Medical Foster Home program provides a safe, home-like environment for veterans without housing alternatives. Minneapolis VA caregivers and multidisciplinary care teams from home based primary care and spinal cord injury, as well as other areas, collaborate to help veterans live more independently in the community. The Veterans Medical Foster Home program has partnered with the Minnesota state licensed adult foster home community to help enroll veterans in the program.

OEF/OIF Program Reaches Out to Wisconsin College Students

The Minneapolis VA Medical Center's OEF/OIF Program has partnered with the University of Wisconsin (UW) Eau Claire to support student veterans. In an effort to expand outreach activity, OEF/OIF provides routine office hours within UW Eau Claire Schofield Hall's Veteran Center. This co-location has led to increased enrollment and utilization of primary care as well as helped link student veterans to VA mental health services, including tele-medicine and other psychiatry services located on campus or offered through the medical center. Through this partnership, the OEF/OIF program better understands the student veteran population and support services continue to develop to meet the needs of the veterans served.



Outreach to Homeless Veterans

The Minneapolis VA Education Patient Service Line was awarded a grant funded by the Public Health Strategic Health Care Group to support influenza outreach to homeless veterans. Linda Daninger, APRN-BC, HPDP Coordinator, and Brad Foley, RN, Veteran's Health Education Coordinator, worked collaboratively with West Side Community Health Services to provide health care to homeless veterans by offering seasonal flu vaccine and educational materials on prevention and treatment of influenza at the Dorothy Day Center in St. Paul.

Influenza Prevention Efforts

Minneapolis VA Medical Center took an active role in preparing employees, volunteers and patients with extensive education and communication materials on hand hygiene, flu prevention and treatment, vaccination availability and emergency preparedness through storyboards, newsletters and flyers.

Influenza Results

Employees vaccinated for seasonal flu	3,200 employees
Veterans vaccinated for seasonal flu at Minneapolis VA Medical Center	28,805 veterans
Employees fit tested for N95 Respirator Masks	1,500 employees
Employees vaccinated for H1N1	2,238 employees



Volunteers

The Minneapolis VA Medical Center's Voluntary/Community Resource Service (V/CRS) offers a wide range of volunteer opportunities in administrative services; clinical services; guest services such as transporting veterans to and from their home, offering books, magazines, newspapers and other donations; facilities management and special projects, include assisting veterans with specific technical or clinical assignments. Recreation/Creative Arts

Therapy is also part of the V/CRS department. The therapists provide clinical treatment services to the Spinal Cord Injury, Community Living Center, Acute Psychiatry, Polytrauma Acute Rehabilitation/Polytrauma Transitional Rehabilitation, Adult Day Health Care, Psychiatry Partial Hospitalization, Home Based Primary Care and Medical Foster Care. Through the use of recreation and creative arts interventions, these therapists assist veterans to reach their highest level of functioning.

	FY 2008	FY 2009	Variance
Volunteer Hours	200,755	199,551	(10%)
Regularly Scheduled Hours	199,112	197,911	(6%)
Occasional Hours	1,163	1,640	29%
# Volunteers	1,594	1,430	(10%)
# Students	51	35	(31%)
Volunteers Recruited	245	272	11%
Volunteer Turnover Rate	26%	19%	Under 25%
Monetary Donations	\$216,225.55	\$205,690.73	(5%)
Non-monetary Donations	\$436,147.64	\$533,409.48	22%
Total Donation Value	\$652,373.19	\$738,100.21	13%



There are several new programs V/CRS has initiated. The Volunteer Caregiver Support Program provides veteran's caregivers respite, an opportunity to rest or take a break once or twice a week during which a well trained, compassionate volunteer will engage in various activities based on personal interests and needs of the veteran in the veteran's home. Volunteers are also an integral part of the Hospice and Palliative Care Program helping staff provide the best end of life care for veterans in the inpatient setting.

The Minneapolis VA Medical Center is fortunate to have tremendous community support through Voluntary Services. Veterans service organizations, individuals, civic groups, fraternal organizations, and corporations give their time and financial resources in support of our mission. From this support, Voluntary Service has a significant impact on the day-to-day operations of the medical center, Twin Ports outpatient clinic, several other community based outpatient clinics, Vet Centers in St. Paul and Duluth and the Fort Snelling National Cemetery. These volunteers positively impact access to care, customer service, and quality of health care provided to our veterans. Cost effectiveness of this department is significant with a return on investment of approximately 10 to 1.

The County Veterans' Service Officers (CVSO) of Minnesota, Wisconsin, and the Dakotas are integral to Minneapolis VA Medical Center's success. The CVSOs are a vital part of VA's volunteer transportation network. This network of volunteer drivers bring veterans from outlying rural areas to the medical center for appointments and services. They also refer veterans for care, provide education to veterans and their families about VA services, and serve as an advocate on issues of concern.

2009 annual report

In the News



Fisher House II

Minneapolis VA Medical Center's Polytrauma Rehabilitation Center, serves seriously injured or ill service members and veterans who have two or more injuries. Many veterans and their families travel great distances to receive the specialized care and innovative medical technology a Polytrauma Center has to offer. Fortunately, the Fisher House, located across the street from the hospital, provides housing for veterans' family members, allowing them to be close to loved ones during hospitalizations for unexpected illness, disease or injury. The first Fisher House currently operates at maximum capacity and the increased need for rooms validates the expansion for a second Fisher House, which will add 20 more rooms and 40 additional beds. This project is underway and will be constructed perpendicular to the current house in 2010.

Magnetic Resonance Imaging (MRI)

In 2009, Minneapolis VA opened a new \$2.9 million MRI suite that brings a new level of diagnostic technology to the Minneapolis VA while improving patient comfort. The new 3 MRI features the "ambient" experience which provides a soothing and calming environment by surrounding the patient with ambient light and projection. This new technology helps to decrease anxiety, stress and minimize the need for sedation.



Adult Day Health Care Travels into New Space

The Adult Day Health Care moved into new space at 6636 Cedar Avenue in Richfield, less than five miles from the medical center. The goal behind the move was to offer services closer to veteran's homes and provide community programs five days a week versus only two days a week at the medical center. After the move, veterans were pleased and appreciated how their relationship with the Minneapolis VA Medical Center remained strong. The new space offers opportunities for enrollment, development of new programs and includes a small fitness center, offices and storage.

Moving Forward

The theme of fiscal year 2010 is “moving forward” and connecting organizational performance with organizational goals. The Minneapolis VA’s Executive Leadership Team developed four areas of priority driven by Veterans Health Administration’s Goals for Excellence and by the need to develop a process for longer range strategic planning and goal setting. The four priority areas of focus are aligned with Minneapolis VA’s strategic goals to establish key metrics to assist with systemically communicating and monitoring long range plans and short term goals.

Fiscal Year 2010 Goals

Strategic Goal: Provide high quality, reliable, accessible, timely and efficient health care that maximizes the health and functional status of veterans at the Minneapolis VA Medical Center

Priority Area of Focus: Enhance Minneapolis VA Medical Center’s capabilities as a referral center for VISN 23

Strategic Goal: Promote the use of sound business practice that encourages efficient use of resources

Priority Area of Focus: Understand Performance Improvement Targets and strive towards achieving targets set by the VISN

Strategic Goal: Consistently provide timely and accessible high quality of care to veterans

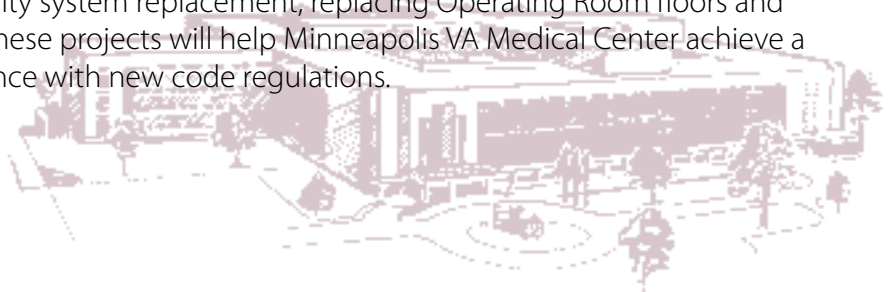
Priority Area of Focus: Meet or exceed the national performance measure for patient access in outpatient clinics without exceeding Non-VA Care budget and developing a strategic process for measuring appropriate utilization of Non-VA Care

Strategic Goal: Continuously improve veteran and family satisfaction through promoting patient centered care and excellent customer service

Priority Area of Focus: Develop goals to decrease overall throughput and cycle times in the Emergency Department as well as ensure veterans are seen in the right venue of care

Construction: Fiscal Year 2010 and Beyond Goals

The Minneapolis VA Medical Center is managing several construction projects. A significant amount of money has been spent for American Recovery and Reinvestment Act (ARRA) projects and Non-Recurring Maintenance (NRM) projects. ARRA is economic stimulus money enacted by Congress and Minneapolis VA received \$14,000,000 in ARRA funds to help complete 26 additional projects. These projects involve infrastructure upgrades such as a new parking lot, ward renovations and elevator upgrades. NRM projects are annual renovation, repair, maintenance and modernization of existing infrastructure within the existing square feet to ensure the medical center meets applicable codes and modernizes to comply with current standards of care. These projects include electrical testing, security system replacement, replacing Operating Room floors and additional elevator modernizations. Each of these projects will help Minneapolis VA Medical Center achieve a new level in patient safety and meet compliance with new code regulations.



Performance Improvement and System Redesign Initiatives

Along with the theme of “moving forward,” a total of 25 employees were trained in fiscal year 2008 to become certified Lean Six Sigma Green Belts and Black Belts. Each member has successfully completed the training program and are utilizing their expertise and acquired skills in new performance improvement and system redesign initiatives. These initiatives focus on redesigning care processes to help deliver safe and effective health care, improve patient outcomes, and enhance organizational performances in inpatient and outpatient care.

Currently, the Minneapolis VA is undergoing a Lean Six Sigma project in the Operating Room to increase capacity and reduce waste and variability in the current system. By using metrics the Black Belt team will improve patient flow by increasing the percentage of cases that start on-time and reduce same day cancellations. This project is projected to be completed in late summer of 2010.

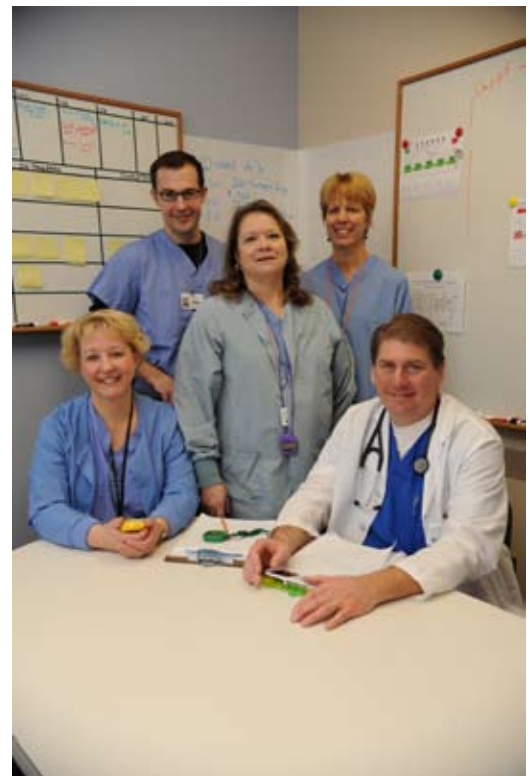
In addition, several performance improvement and system redesign initiatives have received high recognition. Network Stars were awarded to the following projects during the VISN 23 Quality Conference in October 2009:

- **Spread of Strong Practice Category:** Strategic Initiatives PLUS Proposal #126 Improved Foley Catheter Use

Team Members: Leann Ellingson, Jim Johnson, Linda Kraemer, Deb Wright

- **Integrated Service Category:** Reduction in Central Line Bloodstream Infections

Team Members: Jerome Abrams, Robert Bonello, Kay Clutter, Amy Daly, LeAnn Ellingson, Mary Ellen Faraci, Ron Hessler, Elizabeth Kemper, Becky Langan, Susan LeSuer, Denise Lingen, Sharon Marcotte, Karen Ringsred, ELynn Stackpole, Eric Whitt

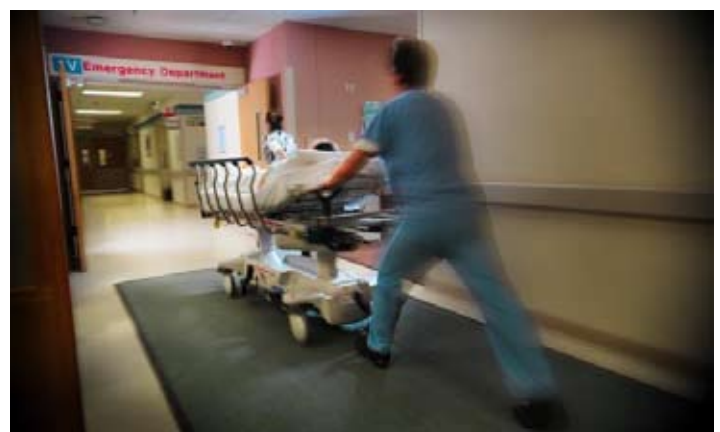


(Left to Right) Sue Chattin, RN; Eric James; Denise Lingen, RN; Lori Fox, RN; Marty Young, RN

Rapid Response System Team Receives Redesign Award

Team Members: Shelley Arjes, Robert Bonello, Kay Clutter, Sharon Myllenbeck, Sandy Serrano

The Minneapolis VA Medical Center’s Rapid Response System Leadership Team was recognized by the Deputy Under Secretary for Health Operations and Management. The team received 5th place in the Emergency/Medicine/Inpatient Flow category for fiscal year 2009 Systems Redesign Health Care Awards. The Rapid Response System Redesign project focused on streamlining the rapid response process, improving data collection, and overall outcomes.



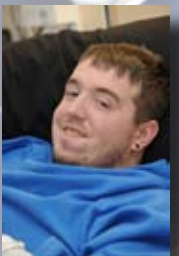
"Why We Do What We Do"



"Friendly staff with lots of high tech equipment to help me have a fast recovery"



"At the VA I've gotten real good service that has been caring and loving"



"Excellent wound care doctors and nurses. To me, it's one of the best VAs in the U.S."

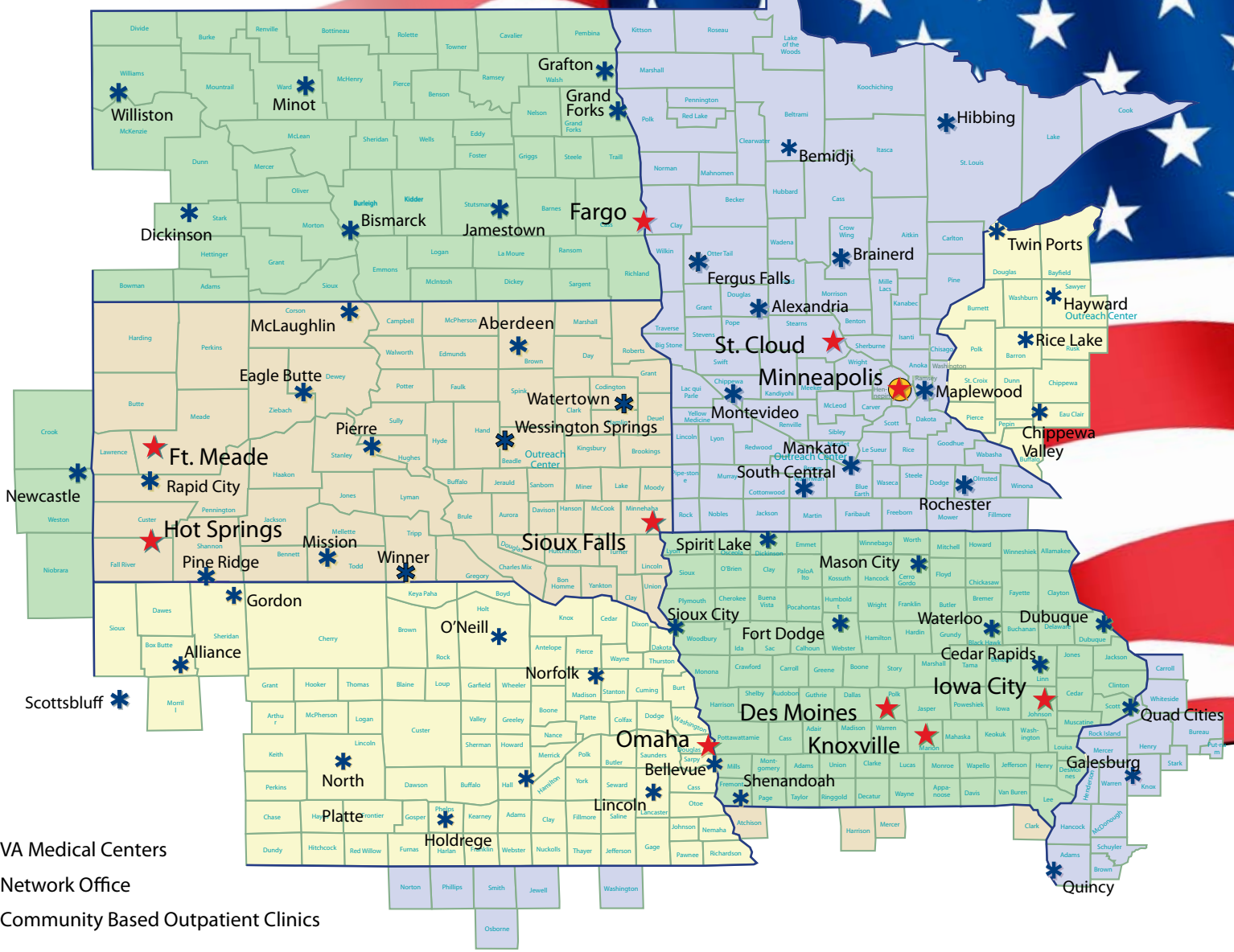


"The staff really seems to care about the well-being of the vet. I'm very impressed with the service"



"I have been coming since 97- it's a wonderful place to come to and I am pleased with my treatment"





VA Midwest Health Care Network VISN 23

